

This document establishes the professional responsibilities and conduct expectations for employers engaging domestic service providers through Aron Helps, pursuant to Nigerian labour law and best practices in domestic employment relationships.

Contract Duration: One year per subscription period of employer

1. Core Service Provider Duties and Responsibilities

1.1. Cleaning Responsibilities

- Thorough dusting of furniture, shelves, and surfaces to ensure immaculate presentation
- Comprehensive vacuuming and sweeping of floors, carpets, and rugs
- Meticulous mopping of all floor surfaces
- Professional cleaning and disinfection of bathrooms and kitchens, including toilets, sinks, counters, and appliances
- Proper washing and polishing of windows, mirrors, and other glass surfaces
- Regular changing of bed linens and towels
- Efficient washing and folding of laundry
- Responsible for emptying trash bins and recycling containers

1.2. Tidying and Organizational Duties

- Systematic arrangement of misplaced items
- Methodical organization of shelves, drawers, and closets
- Proactive restocking of essential supplies, including cleaning products, towels, and toiletries

1.3 Additional Responsibilities

- Prompt reporting of maintenance issues or damages to management
- Maintenance of a clean and orderly work environment
- Strict adherence to safety protocols and responsible use of cleaning products
- Performance of supplementary tasks such as cooking, grocery shopping, or childcare, as specified in individual service agreements

2. Professional Skills and Qualifications of Service Providers

- Demonstrated capacity to maintain extended periods of physical activity and perform repetitive tasks with consistency
- Thoroughness and precision in cleaning activities
- Capability to follow directives and work with minimal supervision
- Competence with various cleaning tools, equipment, and products
- Ability to communicate effectively with employers and supervisors

Employer Code of Conduct and Responsibilities

- 3.1. Health and Safety Measures
- Conduct independent medical assessment (The Nanny Test) prior to engagement commencement
- Implement and maintain a secure, hazard-free working environment
- Provide clear notification regarding surveillance systems operating within the premises
- Exercise due diligence in verifying identity documentation and guarantor information provided by Aron Helps

3.2. Professional Working Environment

- Establish and communicate a structured work schedule to minimize repetition of instructions
- Maintain a professional, respectful working atmosphere at all times
- Provide dignified accommodation arrangements for resident service providers
- Clearly articulate household rules in accessible language
- Specify acceptable dress code requirements or provide official uniforms
- Ensure adequate nutrition for service providers, including both resident and non-resident staff
- Utilize service providers strictly within their contractual job descriptions

3.3. Professional Boundaries

- Limit discussion of personal matters not directly relevant to service provision
- Exercise discretion regarding sensitive information in the presence of service providers
- Abstain from romantic relationships with service providers
- Address service providers with appropriate respect and professional courtesy
- Allow appropriate supervision periods for new service providers working with children or vulnerable persons
- Implement appropriate monitoring protocols during the initial engagement period

3.4. Dispute Resolution and Performance Management

- Document evidence thoroughly when addressing suspected misconduct
- Submit concerns to Aron Helps support team promptly to facilitate early resolution
- Strictly refrain from physical confrontation or abusive behaviour toward service providers
- Request replacement of unsatisfactory service providers through proper channels
- Conduct independent verification of service provider backgrounds if deemed necessary
- Regularly evaluate service provider performance and compliance with household protocols

4. Disciplinary Measures

- Unauthorized absences may warrant proportionate salary deductions
- Repeated rule violations constitute valid grounds for service termination
- Criminal conduct will result in immediate disassociation from Aron Helps
- Salary deductions for absenteeism shall be implemented according to the employer's prescribed policy

- Persistent violation of stated rules shall justify termination of services

5. Contractual Relationship

The employer acknowledges that this agreement establishes an independent service arrangement with Aron Helps acting solely as an intermediary platform connecting service providers with service recipients. This does not constitute an employment contract under the Labour Act CAP L1 Laws of the Federation of Nigeria 2004, and Aron Helps does not assume employer or employee responsibilities or liabilities.

Remuneration

- Remunerations are to be paid prior to the lapsed date that the employee resumed work.
- Remuneration or salaries are to be paid to the provided bank account of Aron Helps Domestic Services
- Salaries are splitted into 'Minimum Salary and Bonus' to encourage your hire to complete each month successfully and give you no serious issue or concerns each month
- Hires are obligated to allow for deductions and payroll dates as approved in their work contracts.
- Payments are required for workers who did not complete a full month of work by calculating the amount of days fulfilled. They are to be paid for the amount of days they worked for by paying the due amount to the provided bank account of Aron Helps Domestic Services.

Notice Periods:

The Nigerian Labour Act stipulates minimum notice periods for termination of employment, which apply to domestic workers nationwide..

- The required notice for this contract of work contain within this code of conduct is 2 weeks for up to 3 months, one month for up to two years, two months for up to 3 years and more.
- A worker can resign (terminate the employment agreement themselves) after giving the appropriate notice by following the strict guideline above called **Notice Periods** contained in the copy of their codes of conduct and employment terms.
- We mandate a minimum of one full year of service for each hire, if you the employer choose to let them go before one year for reasons outside the employee's fault, you will be liable for compensation to your hire, kindly discuss with or offer the hire a reasonable fee to pay them if you decide to let them go.

Support and Communication:

- Communications are through the email channel, regular phones calls and the whatsapp support line for employers' complaints.

Potential Liabilities:

- If a domestic worker leaves without giving proper notice, they may be liable for breach of contract. The employer could potentially seek compensation for any losses incurred due to the lack of notice.

Receipt of services from Aron Helps and it's workforce stipulates that you have read, understood and agreed to the terms and codes of conduct contained within this document.